



Calhoun: The NPS Institutional Archive

Information Technology and Communication Services (ITACS)

ITACS Technology News

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NPS Information Technology and Communications Services (ITACS) Technology News / June 2009

Monterey, California. Naval Postgraduate School



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CENIC HPR 10GBPS NETWORK UPGRADE

NPS recently completed a major redesign and upgrade to its Education and Research Network (ERN) on the NPS campus. It included upgrade and redesign of all core router and switch topology in most of the buildings, linked together by a new 10Gbps high speed optics backbone. With this infrastructure in place it is strategic to extend this 10Gbps backbone to our Internet Provider, Corporation For Education Network Initiatives in California (CENIC). CENIC designs, implements and operates CalREN, the California Research and Education Network, a high bandwidth, high capacity Internet network specially designed to meet the unique requirements of research universities in California. It robustly peers with other national high-speed networks including Internet2, Defense Research and Education Network (DREN), and many others. NPS has 2 unique connections to CENIC, a 1Gbps connection to the CENIC Digital Commodity (DC) network, considered the CALREN "production" network, and a 1Gbps connection to the CENIC High Performance Research (HPR) network, used more for bleeding-edge research activities with large data flows, including a 10Gbps peering point with DREN and 10Gbps connections to NPS High Performance Computing (HPC) resources. This project will upgrade the NPS ERN connection to the CENIC HPR network to 10Gbps. Associated with this upgrade are additional redundant paths to CENIC Points of Presence (POPs), and border firewall upgrades to support future research and education traffic flows. This upgrade becomes the foundation for future network service demands including grid storage/computing, virtualization, disaster recovery, distance learning, advanced video telepresence, and other initiatives.

This project, being implemented this summer, is estimated to be completed in September/October 2009.

USB STORAGE DEVICE UPDATE

The USB thumb drive ban is still in effect DoD-wide, including NPS. To assist our customers, a "Secure Data Transfer Kiosk" for retrieving "stranded data" from USB thumb-drives, is being hosted in the Technology Assistance Center, IN-151. If a user needs access to data off-campus, we suggest one of the following potential solutions: VPN access to the users H and/or shared drives (instructions available from ITACS); U.S. Government issued laptop (PII protection policies still apply); burn data to CD/DVD for movement of files in and out of NPS ERN network (This is not as convenient as USB storage devices, but it is a workable solution). Please know that ITACS is very aware of the hardship that this is creating for our faculty and students. We have communicated through our monthly newsletter, *Tech News*, the IT Task Force, and a variety of meetings around the campus, but will continue to respond to campus concerns and/or inquiries. Please direct your questions/concerns to Mr. Joe LoPiccolo at Ext. 2994 or Ms. Terri Brutzman at Ext. 7957.

More information regarding the flash-drive policy can be found at:

<http://intranet.nps.edu/Announcements/Postings/USBFlashDrivePolicy.html>

ACADEMIC COMPUTING SERVICES

During summer break, LRCs and classrooms were imaged with new and updated software. Academic department representatives were contacted in May requesting input for additions and changes to LRC and classroom software. Fifty seven new and updated software applications were added to the 5



images that support the 13 LRCs and 71 classrooms. The LRCs and classrooms also received a thorough cleaning, including all tables, keyboards, and monitors.

NEW HELP DESK TICKETING SYSTEM

ITACS and the Technology Assistance Center (TAC) will soon be implementing a new Help Desk Ticketing system. “everything HelpDesk” – or eHelpDesk – which will replace the current Remedy Action Request system.

eHelpDesk has many features that were not available with Remedy. For example, eHelpDesk has the ability to attach files to a ticket, a very helpful troubleshooting tool, and can also send e-mail between the customer and the technician working the case - directly from within the trouble ticket. TAC will also have the ability to build a knowledge base within the new system, which will be accessible to the campus community.

When eHelpDesk is ready to be implemented, TAC will inform the campus community through announcements on the Intranet.

INFORMATION ASSURANCE TRAINING

Information Assurance (IA) awareness training is an annual requirement. If you have not yet completed this training, please log on to the web-based Information Assurance Awareness training module which can be found at: <https://www.nps.edu/Technology/WebBasedTraining/index.asp>.

Distance learning students who have completed the training at their resident commands are not required to complete the IA training again through NPS.

PARTNERSHIPS AND OUTREACH

The Navy Higher Education Information Technology Consortium (NHEITC), which is comprised of the U.S. Naval Academy, the Naval War College and the Naval Postgraduate School, met in Monterey for their annual meeting June 23 and 24.

The first day the group traveled to the bay area to visit Google and Brocade, to learn about emerging technologies and learn about possibilities. The second day of the meeting the NETWARCOM, CARS staff joined the group. CARS staff joined the meeting as part of an effort to understand our more unique education and research mission and how it relates to our IT environments. Each institution provided an overview of their future direction and areas of challenge. Presentations were provided by staff members in High performance Computing, Education Technology, and by several faculty members and research associates.

REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER (TAC)

From June 1 through June 25, 2009, TAC received 1,994 requests for assistance, 1,657 of which were resolved by the Tier 1/Tier 2 areas. The remaining 337 were escalated to groups outside of TAC for specialized assistance. This number represents a 7% increase in requests for assistance from June 2008.

Requests for assistance were categorized as follows:

Phone: 1,113

Email: 462

Walk-in: 347

Web: 72

This month, 94% of all calls were resolved within the Service Level Agreement (SLA). Those that were carried over are awaiting parts, pending information from the customers, etc.